TERMS & CONDITIONS

1. MINIMUM AGE REQUIREMENT

We are currently registered on the compulsory and voluntary part of the Ofsted register. This means we can take children from 5 years of age until the age of 12. We reserve the right to request proof of your child's age. Furthermore, we reserve the right to refuse your child's entry or request they are picked up immediately.

Children aged 5 must be in Year 1 at Primary School if attending the setting for more than four hours, as we are not a registered Early Years provider.

If you book in your child knowing they are not of the required age, no refund or credit will be available.

All Let's Play staff are suitably trained to work with the children in our care. However, we do not provide toiletry or personal care. If a child has an 'accident' and requires changing, they will need to do this themselves. In extreme circumstances, we would contact the named adult to come into the facility and support their child with this.

Due to the nature of our activities, children may need to change their clothing, including changing for swimming. It is expected children are trained by their parent/guardian in this before attending a Let's Play Fun Week. We will not be able to support your children with any changing aside from support with swimming hats.

All Let's Play sessions are highly inclusive. However, we cannot provide 1:1 support unless it has been previously arranged with the Let's Play management team. If your child requires 1:1 support, there would be an additional fee to cover the 1:1 coach. PLEASE NOTE – 1:1 support is subject to availability.

2. PAYMENT

Let's Play are a payment upfront booking service unless a monthly payment plan is agreed with management. Our Office Manager can be contacted at info@lets-play.org.uk or 01344 508008. It is the parent's sole responsibility to make sure they request payment from their Bank, Childcare voucher or Tax Credit Provider as soon as the booking is made. You may be required to provide proof of the requested payment where necessary.

Let's Play reserve the right to refuse entry to any of our sessions if payment or a payment plan hasn't been arranged prior to the session.

If you do not make payment within 5 working days of a final reminder notice, your outstanding balance will be passed on to a Debt Collection Agency.

Booking completion confirms your acceptance of the terms and conditions. The named person on the booking confirmation accepts the booking conditions on behalf of all on the booking form.

If your child does not attend without any notice, you will not receive a refund or credit.

For all Fun Week bookings, if your child does not attend the day of booking and no payment has been received prior to the booked day, Let's Play have the right to collect the outstanding payment.

3. LATE FEES

Any outstanding invoices from sessions must be paid within 5 working days from the date of attendance. Failure to make the required payment will result in a late fee being added to the invoice total.

The late payment fee is £50.00.

If you do not make payment within 5 working days, your outstanding balance + late fee will be passed on to a Debt Collection Agency.

4. BOOKING ALTERATIONS / LATE BOOKINGS

After successfully making a booking with us, you can amend this should you not require the childcare or would like to change the date. To do this, you would need to email or contact us on info@lets-play.org.uk or 01344 508008 at the latest 2 working days prior to the session that you have booked.

Should you wish to book online with us within 24 hours of the start of the session you require, it is strongly recommended you call the office to ensure availability.

Due to safeguarding, emergency contact details and staff/children's ratios, we do not allow 'walk-ons'. If your child attends our Fun Weeks programme, but is not on our live online booking system, we have the right to refuse entry.

5. CANCELLATIONS / REFUND POLICY

Let's Play will not agree to refunds, unless in exceptional circumstances. Any agreed refund would be via bank transfer only. If you feel you are entitled to a refund or credit note, it must be within 28 days of the session you booked with us.

If you need to cancel your booking, you are able to via your online account or you can email us directly. You can cancel your booking with us up to 2 working days in advance to receive a credit note for future sessions with us. If you cancel your booking within 2 working days, you will not receive a credit note.

If a session is cancelled, you will have the option of either receiving a refund for the missed session or credit. This can occur on the day of the session, but we will do our very best to ensure this does not happen.

6. LOST PROPERTY

Any belongings that children/parents bring to any Let's Play sessions is completely their responsibility. Therefore, if anything is lost or stolen at a Let's Play session, the responsibility is of the parents/carer who made the booking. It is strongly advised that your child(ren) do not take anything which holds sentimental or financial value to Let's Play sessions.

If anything is lost or stolen, we will work in partnership with you and desperately try and find the item.

Any property that has been left at a Let's Play session will be kept in a safe place for no longer than a week. If the item is with us for longer than a week, we will donate the item to a chosen charity or school.

7. PHOTOGRAPHY / VIDEOGRAPHY

When booking online with us, you will have either agreed or declined for your child's photograph to be taken for social media or promotional use. All Let's Play staff will use this list as a guide for when taking photographs, so it is vital the correct box is ticked. If you have granted us permission to take a photograph, but your child(ren) are not to have their photograph taken, this is at the responsibility of the adult who booked their place on the course.

If you see a picture of your child(ren) on any Let's Play platform and decide you do not wish that photo to be online, please contact us and we will immediately have it removed for you.

8. MEDICAL INFORMATION & SPECIAL CONDITIONS

When booking online with us, you will have the option to add any medical conditions your child(ren) may have. If your child does have a medical condition of any kind, it is vital you state this when booking. Furthermore, we encourage you contact the office to discuss this when making your booking.

If your child(ren) has any additional needs, we welcome children of all backgrounds and needs. However, we need to ensure our setting is appropriate and/or we have the appropriate personnel for your child(ren) to thrive in the environment. Once again, please contact the office when making the booking so we can ensure we provide the best care for your child.

We cannot provide 1:1 support unless it has been previously arranged with the Let's Play management team. If your child requires 1:1 support, there would be an additional fee to cover the 1:1 coach. PLEASE NOTE – 1:1 support is subject to availability.

9. EARLY ARRIVAL & LATE COLLECTION POLICY/FEES

If you wish to attend the session prior to your booking time, Let's Play staff can decline your child's entry until the timing of your booking. If you wish for your child to attend earlier than your original booking, please contact the office and we can alter this for you. There is an additional charge for early drop-off.

Let's Play reserve the right to permanently ban a child/parent if there is a late pickup. However, we will always try to work with you in partnership to ensure this does not happen.

For every 1 minute you are late picking up your child(ren) there will be an additional £1 cost per child. For example, if you are 10 minutes late, there will be a £10 charge per child. This charge is to cover additional fees we have to pay the facility and additional staffing costs.

If you refuse to pay this fee, Let's Play reserve the right to immediately ban your child from the setting. We stress, this would be a last resort for us as we want to offer all children the opportunity to enjoy our wide range of activities.

10. SAFEGUARDING

Let's Play staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event, the relevant staff will follow our Safeguarding Policy as detailed in our policies and procedures.

11. RATIOS

Let's Play has a ratio of staff to children which more often exceeds statutory requirements. The ratio we follow is 1:15, which is followed unless there are 'exceptional circumstances'.

12. LIABILITY

Let's Play does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

13. INSURANCE

All children in our care are covered by our Public Liability Insurance.

14. EXCLUSION

All children are welcome and encouraged to have fun at any Let's Play session. However, if an individual's behaviour towards others is affecting the safety and enjoyment of the children, then Let's Play reserve the right to ask your child to be collected from our setting immediately.

15. PROGRAMME CHANGES

Let's Play follows a daily timetable for the programmes we offer the children across all areas. However, from time to time, changes have to be made to the schedule due to logistical or other reasons.

Let's Play reserves the right to make these changes but will ensure it is not a regular occurrence.

16. POLICIES AND PROCEDURES

All Let's Play's Policies and Procedures are on our website.

17. ENFORCED VENUE CLOSURE

If a venue is closed due to reasons out of our control, Let's Play will offer everyone involved a full refund or credit for the duration of the closure.

18. COMPLAINTS

We take all complaints very seriously at Let's Play as we strongly believe in all children receiving the very best of service when in our care. For all complaints, please email us at info@lets-play.org.uk with the subject body "COMPLAINT" and either the Office Manager or a Director will be in touch with you within 2 working days.

In the unlikely event that you are not satisfied with our response, please write to Ofsted - http://www.ofsted.gov.uk/contactus

19. DATA PROTECTION

Let's Play acts as a Data Controller for the purpose of the Data Protection Act 1998.

As a requirement, when you book online with us, you will need to provide us with all the relevant information required. It is your responsibility to provide these details accurately.

We do not sell or pass on your data to any third party.

20. POOR BEHAVIOUR

Our Behaviour Management Policy can be found on our website via https://www.lets-play.org.uk/about-us/policies/